

# Service Management Solution Plans

As you develop and manage services for employees and core business processes both inside and outside IT, disruptive changes are creating massive new challenges for your organization. These include the growth of remote work models, the emergence of AI and the ongoing move to the cloud.

The pressure is growing to move from manual, siloed service provisioning to automated and integrated workflows, as well as to fully autonomous, intelligence-driven secure service management for the enterprise. Wherever your organization is in this evolutionary process, Ivanti provides flexible service management options designed to meet your needs and to scale as you grow.



# Solution Packages

## ITSM Professional

For the team that needs modern and best-in-class IT service management, asset management, and discovery capability.

**Provide core IT service and asset management capability across the business.**

### Key Capabilities

- ✓ Service delivery
- ✓ Incident management
- ✓ Change management
- ✓ Request management
- ✓ Event management
- ✓ Configuration management
- ✓ Knowledge management
- ✓ Service level management
- ✓ Runbook automation
- ✓ Reporting / dashboards
- ✓ Self-service / omnichannel / mobile
- ✓ IT asset management
- ✓ Asset discovery
- ✓ Spend optimization

## ITSM Enterprise

For the organization that wants to extend service management best practices to other departments.

**Support critical strategic processes; extend service management to non-IT workflows.**

### Key Capabilities

- All the core service and asset management capabilities included in ITSM Professional, plus:
- ✓ HR service management
  - ✓ Facilities service management
  - ✓ Project and portfolio management (PPM)
  - ✓ Governance, risk and compliance (GRC)
  - ✓ Security operations management

## ITSM Premium

For the business that wants to take their ITSM operations into the future with machine learning and automation.

**Modernize service delivery and drive enhanced employee experiences with intelligent service management.**

### Key Capabilities

- All the core service and asset management capabilities included in ITSM Professional, plus:
- ✓ AI-guided ITSM
  - ✓ Proactive service management
  - ✓ Preventative service management
  - ✓ Digital experience management (DEX)

## ITSM Enterprise Premium

For the enterprise that is ready to deliver intelligent service management across the organization.

**Deliver the complete solution for the connected, intelligent enterprise.**

### Key Capabilities

- ✓ All the core service and asset management capabilities included in ITSM Professional
- ✓ All the critical strategic processes and service support for non-IT workflows provided in ITSM Enterprise
- ✓ All the intelligent automation, service delivery and digital experience management (DEX) capabilities provided in ITSM Premium

## ITSM Professional

If your organization is focused on building out your core IT service management capability, ITSM Professional is the right solution package for you. With ITSM Professional, your team can manage service delivery to achieve key outcomes, including:

- Aligning with industry best practices / ITIL processes.
- Providing visibility of all assets.
- Delivering self-service and knowledge management.
- Optimizing software and hardware assets.

The ITSM Professional solution package includes the following core modules:

- Core ITSM
- Discovery
- Asset Management
- Software Spend Intelligence

### Core ITSM

Ivanti's core ITSM module provides enterprise-capable, end-to-end service management capabilities throughout the service delivery lifecycle, from request capture to remediation.

- Built on industry standards with 11 ITIL 4-certified practices, Ivanti ITSM is designed to expand as your needs increase.

- Eliminate costly manual processes while making operations more efficient, compliant and secure with automated workflows.
- Monitor service delivery, quality and commitments with role-based dashboards that provide the real-time information, flexibility and tools needed to configure reports easily through a drag-and-drop interface.
- Get a single point of view of operational, financial and productivity metrics with out-of-the-box dashboards and reports to help you monitor and analyze how well you're meeting performance and business goals.
- Make better and more informed decisions about your IT landscape with additional inventory and asset data dashboards.
- Deliver a truly omnichannel experience that elevates the employee experience with built-in chat and self-service capabilities.

### Discovery

Ivanti's Discovery module delivers accurate and actionable asset information in minutes. With Discovery you can easily determine what users and endpoints connect to the network, when they connect and what software is installed on them.

- Gain real-time asset visibility with active and passive scanning and third-party connectors.
- Get actionable insights with normalized hardware and software inventory data, software usage

information that automatically feeds configuration management and asset management databases, and comprehensive service maps.

- Easily connect multiple data sources and finally have a single source of truth across the enterprise in minutes.

### Asset Management

Ivanti's ITAM module consolidates your IT asset data and lets you track, configure, optimize and strategically manage your assets through their full lifecycle.

- Define and follow your own workflows or implement out-of-the-box processes with a configurable design.
- Get up-to-date asset information, easy request management and improved service delivery with an asset repository that easily integrates with your service management CMDB.

### Spend Intelligence

Ivanti's Spend Intelligence module enables instant insights into your software landscape and application spend for on-prem, cloud and edge environments.

- Improve operational speed, asset visibility and utilization while cutting costs.
- Get a detailed analysis within minutes, presented in engaging dashboards of your licenses, purchases and instances so you can more effectively track your purchase history, upcoming license renewals, contract expirations and ongoing spend.

## ITSM Enterprise

If your organization needs to enhance cross-functional communication, reduce redundancies and promote a unified approach to service delivery, you are ready to begin moving to true Enterprise Service Management. With ITSM Enterprise, your team can manage service delivery to achieve key outcomes, including:

- Support for core service management workflows outside of IT.
- Support for core strategic processes to enable enhanced service management.
- A common service management experience across the enterprise.
- Efficient operations from a common database of shared services / configuration items.

The ITSM Enterprise solution package includes **all the capabilities provided in the ITSM Professional package**, plus the following modules:

- Human Resources (HR) Service Management
- Facilities Service Management
- Project and Portfolio Management (PPM)
- Governance, Risk and Compliance (GRC)
- Security Operations Management

## HR Service Management

Streamline and automate your HR service delivery with efficient case management, onboarding, self-service and back-to-work management that support a more productive employee experience with HR Service Management.

- Gain in-depth, actionable HR and employee insights using built-in analytics and reporting.
- Elevate HR service delivery while lowering operational costs. Increase employee satisfaction and productivity with on-demand self-service assistance.
- Provide a consistent, integrated service management experience for employees, managed by the same configuration database as ITSM.

With HR Service Management, your HR team can make the move to advanced service delivery.

## Facilities Service Management

Meet the needs of your business by automating workflows related to day-to-day work orders, work assignments, maintenance tasks and facilities-related projects with Facilities Service Management.

- Automate workflows with pre-configured tools tailored to facilities' everyday needs.

- Streamline the request process with an omnichannel self-service portal. Increase productivity and drive down overhead with work order management and recurring maintenance tools.
- Analyze project costs, operational performance and more with robust reporting tools.
- Optimize operations from anywhere and anytime via a mobile app, web browser and printouts and e-mail that are tracked in the system.

## Project and Portfolio Management

Take the guesswork out of project execution so you can create a predictable project delivery machine that delivers results on time, under-budget and organization-wide with Project and Portfolio Management.

- Automate workflows with collaboration tools to increase productivity.
- Align corporate strategy with project plans and budgets using cross-portfolio views and control.
- Right-size resources and optimize project delivery.
- Analyze project costs and related factors with robust reporting tools and dashboards.
- Shorten time-to-value for rapid innovation throughout the business.



## Governance, Risk and Compliance

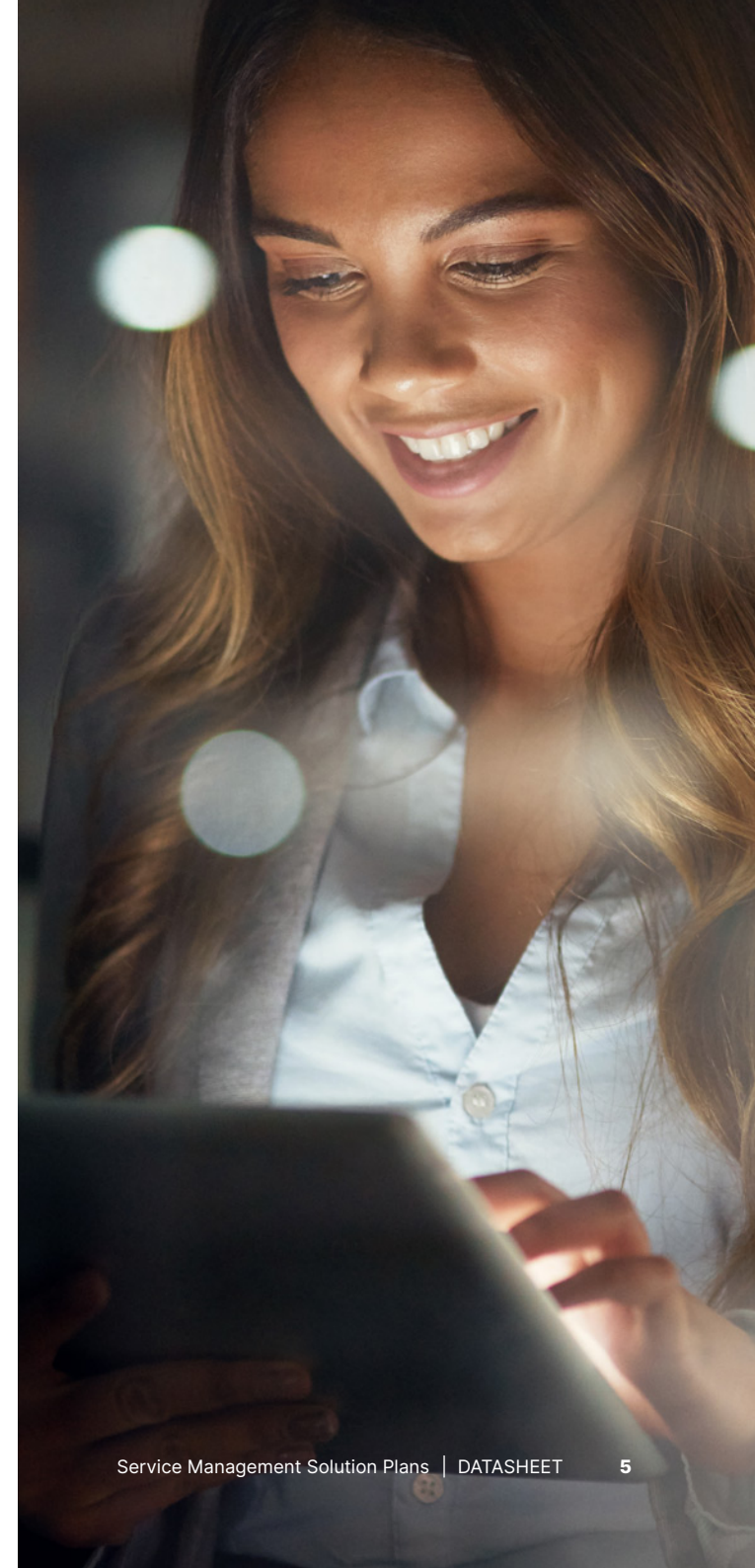
Unify your GRC management so all authority documents, citations, controls and risks are tracked in a single system — simply — with Governance, Risk and Compliance:

- Centralize regulatory documentation into a single system for quick and easy mapping of citations to security and compliance controls.
- Align regulatory requirements such as HIPAA, NERC-CIP, SOX, GDPR and others with security best-practice frameworks such as ISO 270001, NIST 800-53, CMMC and others to eliminate duplication and improve visibility into governance status.
- Manage risk proactively to minimize the chance of a security breach, ransomware attack or data theft.

## Security Operations Management

Seamlessly integrate across the Ivanti Neurons platform and use the tools already in place with Security Operations Management, built upon the industry-leading Ivanti Neurons for ITSM and ITAM environment.

- Gain a central place to track remediation activities across Service Management, Operation and Development, linked within the CMDB.
- Create security events as security incidents that follow best practice change management processes to track and manage the entire security incident lifecycle, from investigation to remediation.
- Log, track and manage remediation of vulnerabilities classified and prioritized for you.
- Truly integrate Security Operations Management with the ability to bring in events from critical security solutions or within the Ivanti platform using REST APIs and out-of-the-box integrations.
- Log vulnerabilities and security events within the software development process.
- Gain visibility of events, across Risk, CIs and Types to clearly see the status and remediation activities with configuration dashboards.



## ITSM Premium

If your organization is looking to broaden its shift-left strategy to include intelligent automation for proactive, preventative and automated management of incidents and requests, you're ready for the capabilities included in the ITSM Premium solution package. With ITSM Premium, your organization can manage service delivery to achieve key outcomes, including:

- AI-guided ITSM.
- Automated, proactive service management.
- Automated, preventative service management.
- Self-healing.
- Digital experience (DEX) management.

The ITSM Premium solution package includes **all the capabilities provided in the ITSM Professional package**, plus the following modules:

- Workspace Management
- Healing
- Digital Experience

## Workspace Management

Get a real-time, 360-degree view of devices, users, applications and services with Ivanti Neurons Workspace.

- Give first-line analysts the information they need to resolve issues previously escalated to specialists.
- Drill down with user- and device-level views to cut complexity for faster end-user resolutions and greater productivity.

## Healing

With Ivanti Neurons for Healing, take troubleshooting off your agenda with automatic detection, diagnosing, healing and ticket classification of endpoint and security issues.

Automate routine tasks to pave the way to a truly self-healing environment, reducing time and costs while improving the employee experience.

## Digital Experience

Improve the digital employee experience easily and with confidence by utilizing the devices and applications already in use with Ivanti Neurons for Digital Experience.

Track, measure and optimize your employees' digital experience to improve productivity, security and employee retention.

## ITSM Enterprise Premium

If your organization needs to extend service management beyond IT while implementing delivery of intelligent automation for service delivery across the enterprise, you're ready for the ITSM Premium Enterprise solution package – the complete solution for the connected, intelligent enterprise. With ITSM Premium Enterprise, your organization can manage service delivery to achieve key outcomes, including:

- Core support for IT service management.
- Service management for non-IT workflows.
- Support for core strategic processes.
- Automated, intelligent service management.
- Digital experience (DEX) management.

The ITSM Enterprise Premium solution package includes:

- All the core service and asset management capabilities included in ITSM Professional.
- All the critical strategic processes and service support for non-IT workflows provided in ITSM Enterprise.
- All the intelligent automation, service delivery and digital experience management (DEX) capabilities provided in ITSM Premium.

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## The right solution for your needs

Whether your focus is on delivering core service and asset management, broadening your service management offering to new processes, departments or lines of business, reducing service escalations and accelerating incident resolution through intelligent automation, or any combination of these, Ivanti offers a service management solution package that is right for you and your organization.

Critically, these solution packages offer different paths for growing and maturing your IT environment. There's no set starting point or endpoint. At Ivanti, we're ready to work with you to implement the solution that's right for you today and into the future.

## About Ivanti

Ivanti elevates and secures Everywhere Work so that people and organizations can thrive. We make technology work for people, not the other way around. Today's employees use a wide range of corporate and personal devices to access IT applications and data over multiple networks to stay productive, wherever and however they work. Ivanti is the only technology company that finds, manages and protects every IT asset and endpoint in an organization. Over 40,000 customers, including 88 of the Fortune 100, have chosen Ivanti to help them deliver an excellent digital employee experience and improve IT and security team productivity and efficiency. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit [ivanti.com](https://www.ivanti.com)



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